

Module 11

Chapter 4

Entering a Formal Complaint

Chapter Overview

Introduction



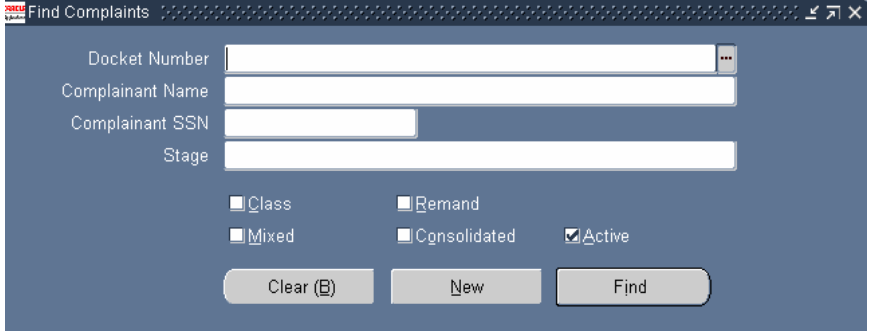
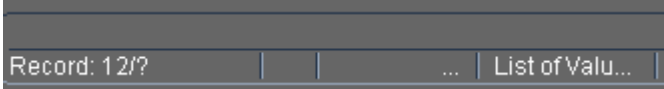
This chapter explains the process of querying a pre-complaint and changing the status to a formal complaint. For example, a pre-complaint record was previously initiated, and now the complainant wants to proceed to a formal complaint. It describes the contents of each of the alternate regions and taskflow buttons that store data throughout the process.

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Entering a Formal Complaint

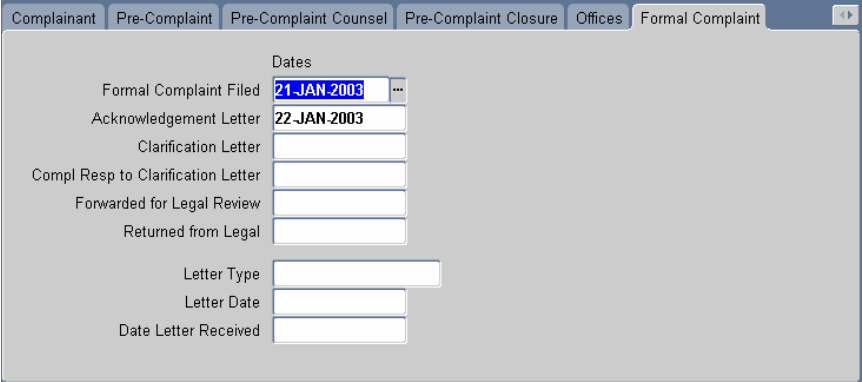

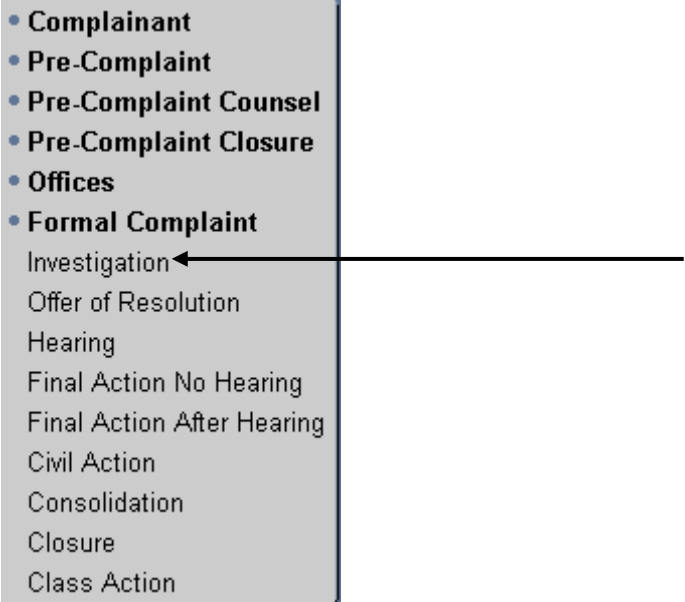
Accessing the Complaints Window

| Step | Action |
|------|--|
| 1 | <p>Navigation Path → <i>Complaints Tracking</i> → <i>EEO Complaints Tracking</i> → <Open>. The Find Complaints window opens to either query an existing complaint or enter a new complaint.</p>  |
| 2 | <p>To query an existing pre-complaint record;</p> <ul style="list-style-type: none"> Enter data in one of the top three data fields; or Enter more than one of the data fields and click <Find>. <p>Note:</p> <ul style="list-style-type: none"> There may be more than one record for a complainant. If a complainant has multiple records, it will be indicated in the message bar at the bottom of the Complaints window.  <ul style="list-style-type: none"> Use the Up and Down Arrow Keys to scroll through the records to find the one you need. You can view all your records by using the LOV in the Stage data field to make a selection. For example, if you select: <ul style="list-style-type: none"> Pre-Complaint, all the Pre-Complaint records display. Formal Complaint, all the Formal Complaint records display. |
| 3 | <p>In the Complaints window, change the Stage data field by using the LOV and selecting Formal Complaint. Notice the rest of the Header remains the same.</p> |

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Entering a Formal Complaint, Continued

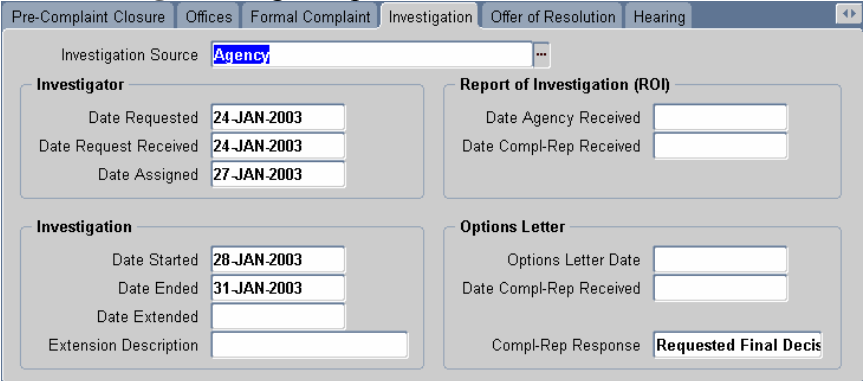
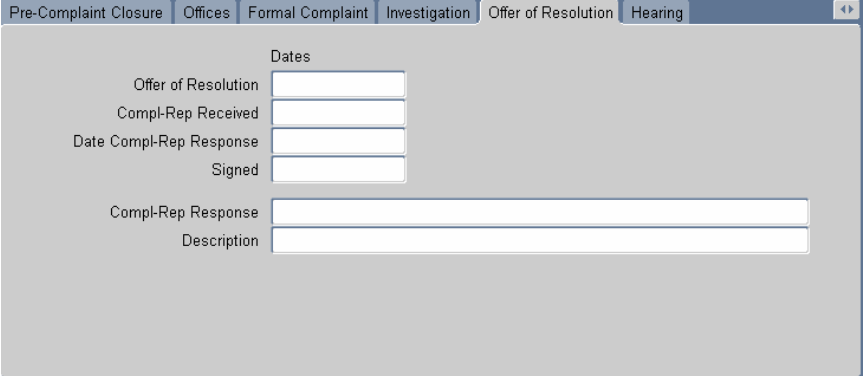
Completing the Formal Complaint Alternate Regions

| Step | Action |
|------|--|
| 1 | <p>Click the Formal Complaint tab to invoke the alternate region data fields.</p>  |
| 2 | Use the LOV to enter calendar dates in the data fields. |
| 3 | Save your work. |
| 4 | <p>Click the Alternate Region button  to select the next Alternate Region, e.g., the Investigation. And expose the remaining Alternate Regions which are explained through out this chapter.</p>  |

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Entering a Formal Complaint, Continued

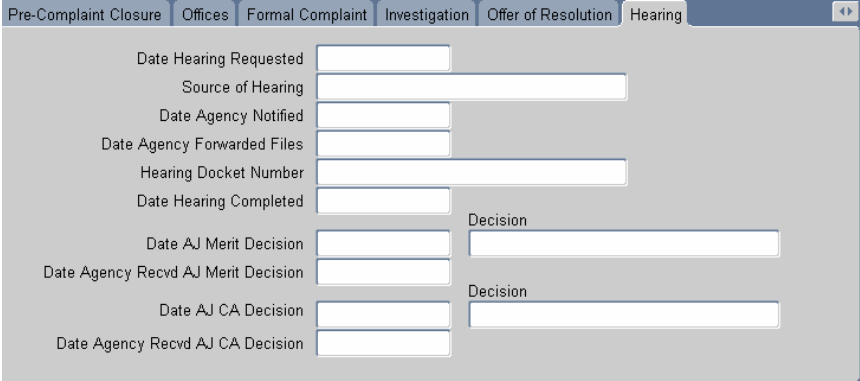

Investigation & Offer of Resolution Region

| Step | Action |
|------|--|
| 5 | <p>The Investigation region opens</p>  |
| 6 | Enter required information in the Investigation Source data field. |
| 7 | Enter calendar dates in the remaining region data fields by using the LOV or typing in the information. |
| 8 | Click the Offer of Resolution tab to invoke the alternate region data fields. |
| 9 | <p>The Offer of Resolution window opens</p>  |
| 10 | Use the LOV to enter dates in the data fields and enter information in the Compl-Rep Response and Description data fields. |
| 11 | Click the Hearing tab to invoke the alternate region data fields |

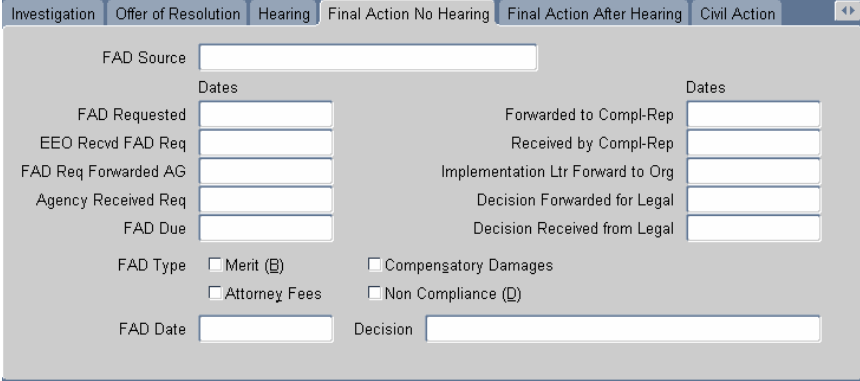
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Entering a Formal Complaint, Continued

Hearing Region

| Step | Action |
|------|---|
| 12 | <p>The Hearing region opens</p>  |
| 13 | Enter dates and data in the data fields using the LOV or typing in the information. |
| 14 | Click the Alternate Region button  to select the next Alternate Region, e.g. Final Action No Hearing |

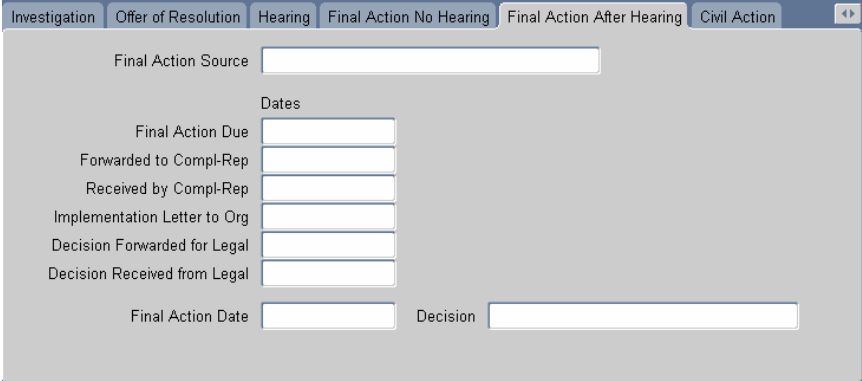
Final Action No Hearing Region

| Step | Action |
|------|---|
| 15 | <p>The Final Action No Hearing region opens</p>  |
| 16 | Enter dates and data in the data fields using the LOV or typing in the information. |
| 17 | Click the Final Action After Hearing tab to invoke the alternate region data fields |

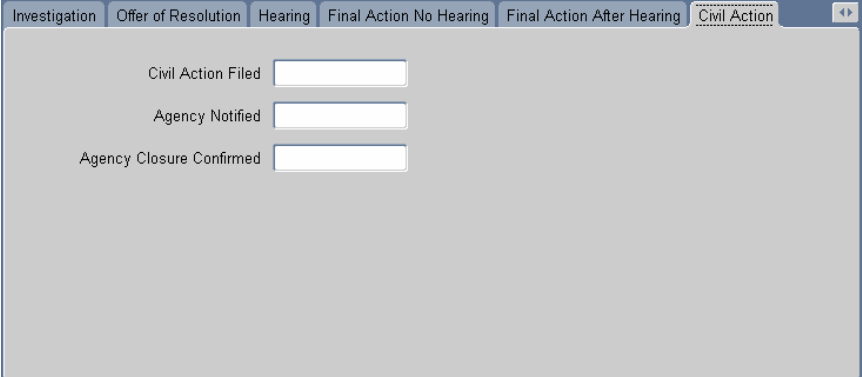

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Entering a Formal Complaint, Continued

Final Action After Hearing Region

| Step | Action |
|------|--|
| 18 | <p>The Final Action After Hearing region opens</p>  |
| 19 | Enter dates and data in the data fields using the LOV or typing in the information. |
| 20 | Click the Civil Action tab to invoke the Alternate Region data fields |

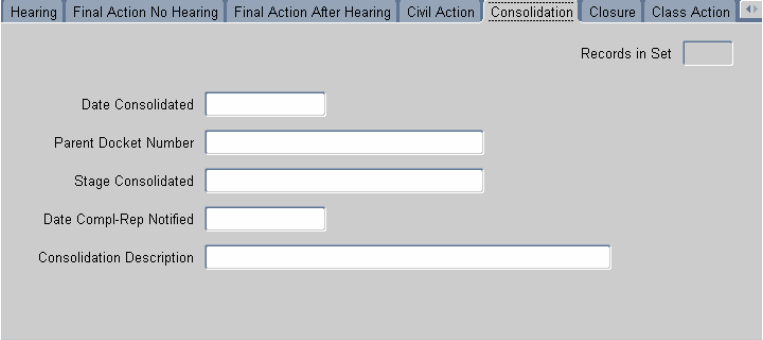
Civil Action Region

| Step | Action |
|------|---|
| 21 | <p>The Civil Action region opens.</p>  |
| 22 | Enter dates in the data fields using the LOV or typing in the information. |
| 23 | Click the Alternate Region button  to select the next Alternate Region, e.g. Consolidation |

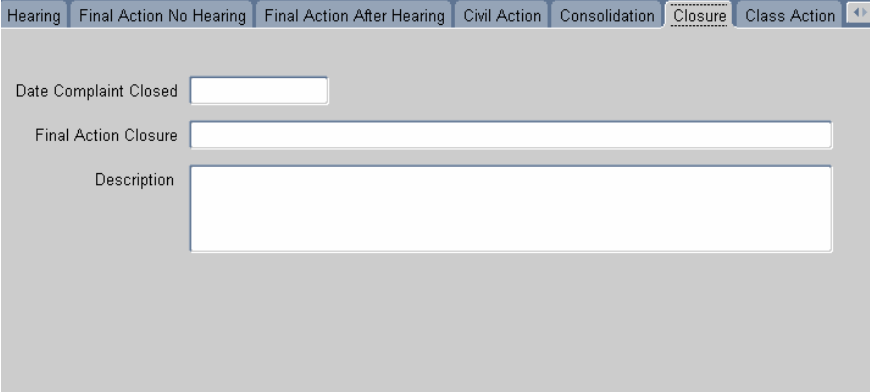
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Entering a Formal Complaint, Continued

Consolidation Region

| Step | Action |
|------|--|
| 24 | <p>The Consolidation region opens.</p>  |
| 25 | Enter dates and data in the data fields using the LOV or typing in the information. |
| 26 | Click the Closure tab to invoke the Alternate Region data fields |

Closure Region

| Step | Action |
|------|---|
| 27 | <p>The Closure Region opens</p>  |
| 28 | Enter dates and data in the data fields using the LOV or typing in the information. |
| 29 | Click the Class Action tab to invoke Alternate Region data field. |

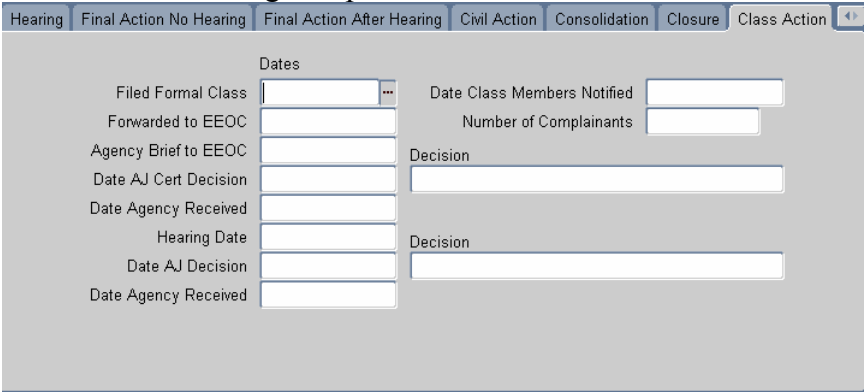

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Entering a Formal Complaint, Continued

Class Action Alternate Region

Class Actions:

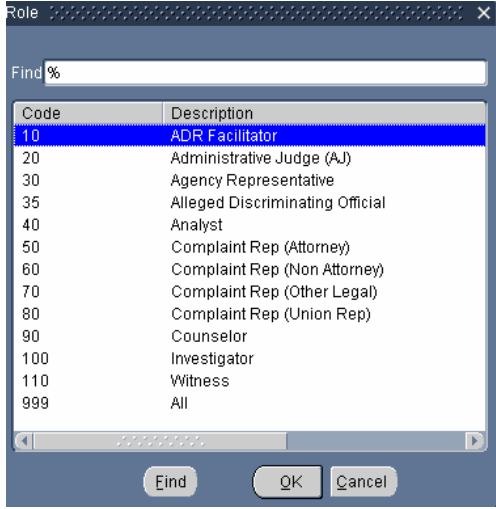
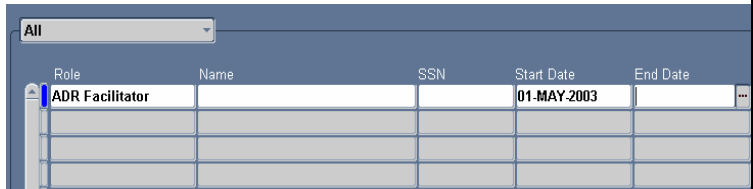
- If a case becomes a class action, check the Class Agent Flag in the Pre-Complaints Area and fill out the class data accordingly.
- If the case is later deemed NOT to be a class action, remove the class Agent Flag (Pre-Complaints Area) but leave the data entered in the class section for history.

| Step | Action |
|------|---|
| 30 | <p>The Class Action region opens</p>  |
| 32 | Enter dates and data in the data fields using the LOV or typing in the information. |
| 33 | Save your work. |
| 34 | <p>Click each Taskflow Button as appropriate. After completing each selection, save your work and select the next Taskflow Button as needed.</p>  |

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Entering a Formal Complaint, Continued

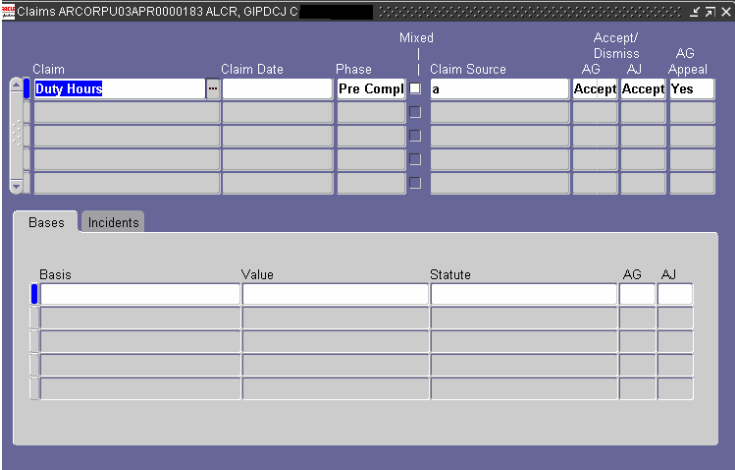
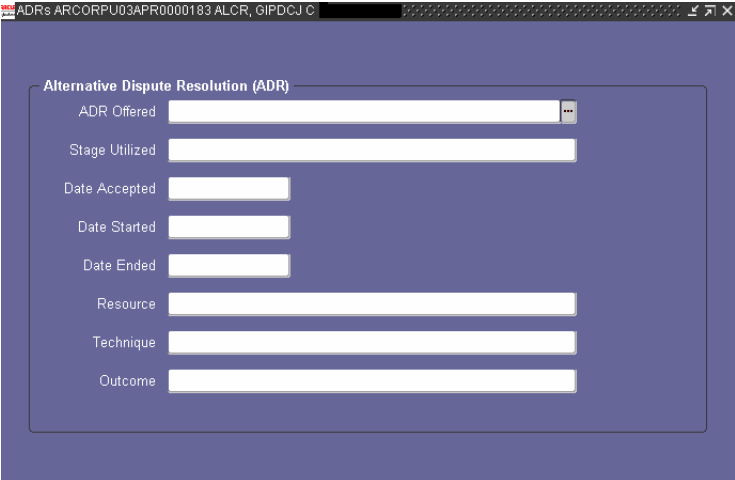
Taskflow Buttons

| Taskflow Button | Description/Action |
|--------------------------------|---|
| <i>Complaint People</i> | <p>With the cursor in the Role Column, click the drop-down menu and select a role. Complaint People can have multiple roles.</p>  <p>With the cursor in the Name Column, click the LOV icon to select the name. Input a Start Date.</p>  |

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Entering a Formal Complaint, Continued

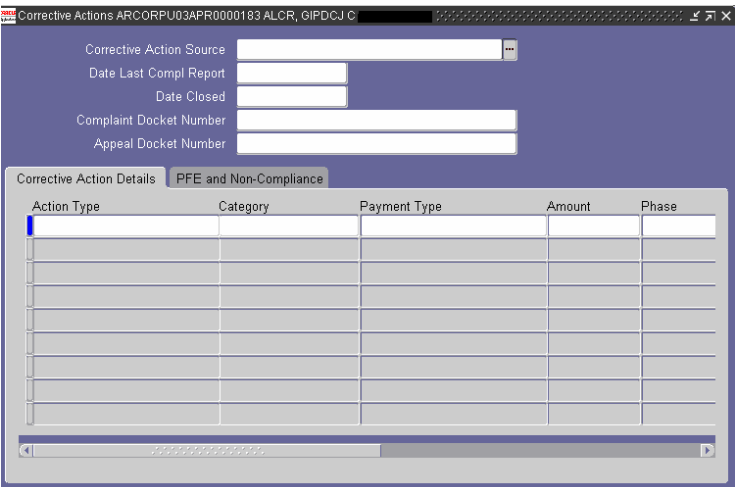
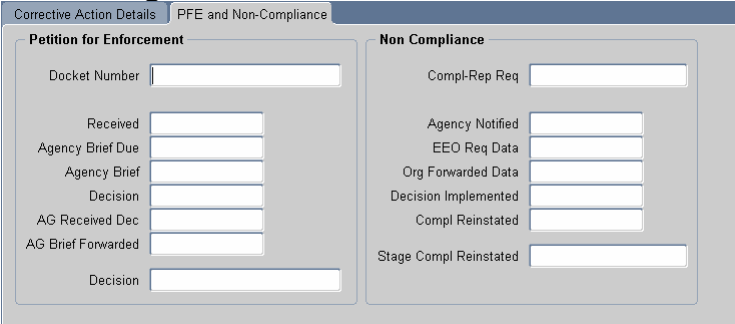
Taskflow Buttons (continued)

| Taskflow Button | Description/Action |
|-----------------|---|
| Claims | <p>See Chapter 3, Initiating a Pre-Complaint, for entering Claims data (Claims, Bases, and Incidents).</p>  |
| ADR | <p>Use the LOV to enter data in the Stage, Resource, Technique, and Outcome data fields. Enter dates in Date Started and Date Ended.</p>  |

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Entering a Formal Complaint, Continued

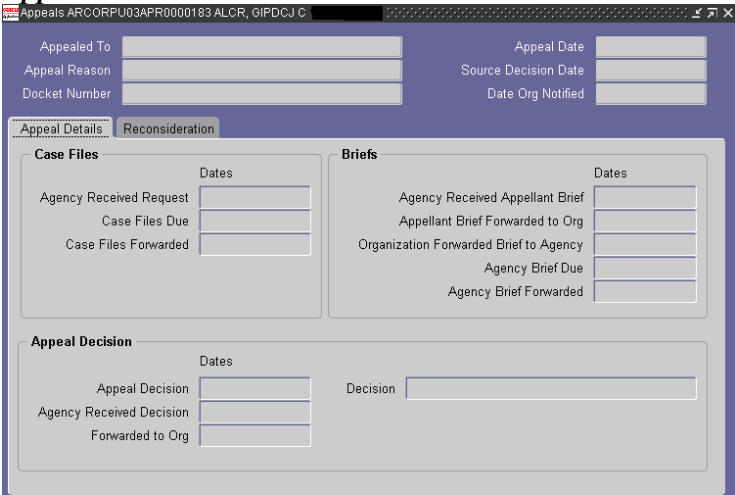
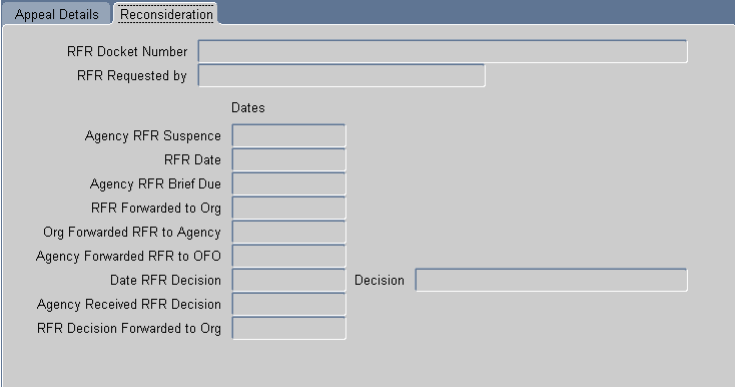
Taskflow Buttons (continued)

| Taskflow Button | Description/Action |
|----------------------------------|---|
| <i>Corrective Actions</i> | <p><i>Corrective Actions Details</i></p>  <p>Scroll to the right to view the remaining <i>Corrective Actions Details</i> columns.</p> |
| | <p>Click the PFE and Non Compliance tab to view the alternate region data fields</p>  |

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Entering a Formal Complaint, Continued

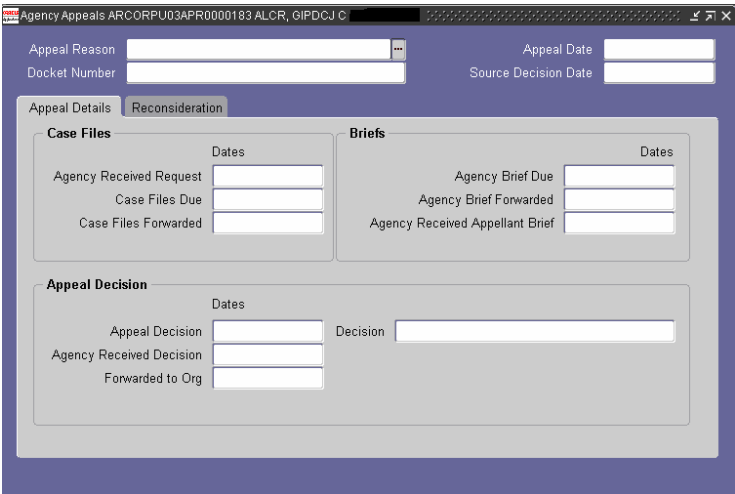
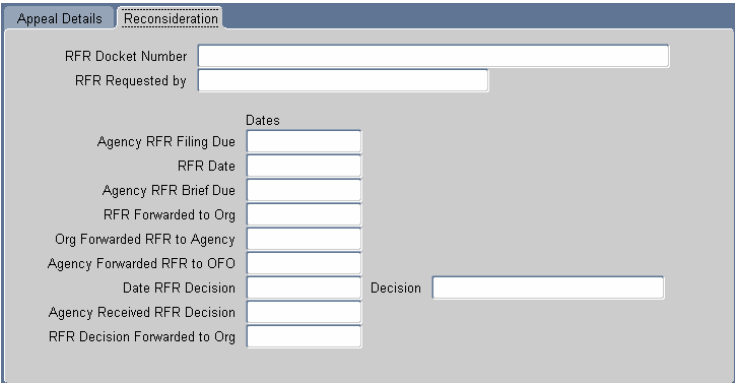
Taskflow Buttons (continued)

| Taskflow Button | Description/Action |
|-----------------|--|
| Appeals | <p>Appeals Details</p>  <p>Click the Request for Reconsideration tab to view the alternate region data fields</p>  |

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Entering a Formal Complaint, Continued

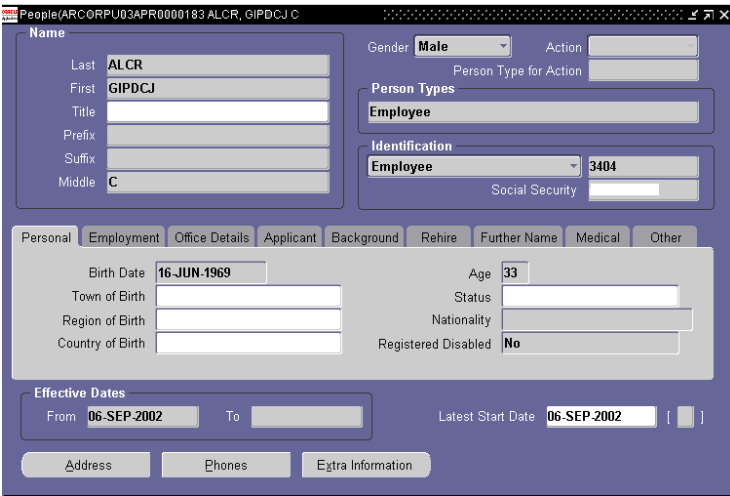
Taskflow Buttons (continued)

| Taskflow Button | Description/Action |
|-----------------------|---|
| Agency Appeals | <p>Agency Appeals Details data fields</p>  |
| | <p>Click the Reconsideration tab to view the alternate region data fields</p>  |

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Entering a Formal Complaint, Continued

Taskflow Buttons (continued)

| Taskflow Button | Description/Action |
|-----------------|--|
| Person | <p>The People Window opens.</p>  <p>Click the <Address> and <Phones> buttons to update the information.</p> <p>Note: Do not use:</p> <ul style="list-style-type: none"> <Extra Information> |
| | After you complete the appropriate Taskflow Buttons, click the Save icon and exit form |